

**Reference:** FOI.ICB-2526/276

**Subject:** Online Consultation Changes in Primary Care

*I can confirm that the ICB does hold the information requested; please see responses below:*

QUESTION	RESPONSE
1. Between 1 October 2025 and 12 November 2025, how many practices have raised concerns with your ICB about the impact of their workload and/or patient safety since there has been a contractual requirement to keep online consultation systems on throughout core hours?	5
2. How many practices has the ICB offered support to since the 1 October online consultation changes?	5
3. How many practices are you planning to support in the coming weeks and months because of the 1 October online consultation changes?	All 5 practices have received support, and the ICB will support any other practices as required.

***The information provided in this response is accurate as of 24 November 2025 and has been approved for release by David Jarrett, Chief Delivery Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.***